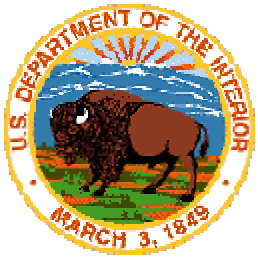




# RANGELAND ADMINISTRATION SYSTEM (RAS)
# Implementation Plan (IP)

**October 11, 2001**

**RAS-XXX-IP-V1.00.01-013-10112001**

**United States Department of the Interior**
**Bureau of Land Management**
**Land & Resources Project Office**
**Denver Federal Center**
**Denver, Colorado 80225-0047**

# Table of Contents

## Table of Contents

# 1 Scope

## 1.1 Identification

| | |
|---|---|
| CSCI Name: | Rangeland Administration System (RAS) |
| System Name: | Rangeland Administration System |
| System Abbreviation: | RAS |
| Version Number: | 01 |
| Release Number: | 00 |
| Project Office: | Land & Resources Project Office (L&RPO), WO330D |
| Project Manager: | Leslie Cone, Project Manager of Land & Resources Project Office (L&RPO), WO330D |
| Project Sponsor: | Henri Bisson, Assistant Director, Renewable Resources and Planning, WO200 |
| System Users: | Range technicians, rangeland management specialist, and office managers located in the field offices |
| System Developer: | Land & Resources Project Office (L&RPO), WO330D |

## 1.2 System Overview

The Rangeland Administration System (RAS) is a modular, platform independent, distributed Web-based business application that is replacing the DOS-based Grazing Authorization and Billing System (GABS). The Intranet-accessible RAS database combines all GABS databases in order to automatically issue approximately 18,000 applications and 2,400 grazing authorizations annually. RAS will create approximately 30,000 grazing bills per year and then transfer this data to the Collection and Billing System (CBS) for tracking, collection, and distribution of grazing receipts. The RAS system maintains electronic files on operators, authorizations, allotments, and grazing bill history. Data from these files will be compiled in the preparation of the BLM Publication "Public Land Statistics." The modular RAS system design allows for future interfaces with National Integrated Land System (NILS), the Customer, and other relevant BLM activities.

## 1.3 Document Overview

The Implementation Plan (IP) describes the overall plan for deploying RAS. The IP does not provide dates but rather increments of time (weeks, days, hours). Dates are set and maintained in the Project Planning Document (PPD). The RAS Deployment Phase was initiated with the August 31, 2001, freezing of the GABS data.

# 2 Referenced Documents

The following documents contain information referenced in the writing of this Implementation Plan:

## 2.1 Government Documents:

| | |
|---|---|
| Project Planning Document | Version 2.01, dated February 13, 2001 |
| Software Test Plan | RAS-XXX-STP-V1.00.00-012-07102001 |
| Software Test Report | RAS-XXX-STR-V1.00.00-006-09252001 |
| Software Users Guide | RAS-XXX-SUG-V1.00.00-007-10012001 |
| Version Description Document | RAS-XXX-VDD-V1.00.00-010-08202001 |

## 2.2 Non-government Documents:

Non-Applicable.

# 3 RAS Implementation Strategy

RAS implementation encompasses all activities taking place after the GABS data freeze up until the time the customer begins using the system, at which point RAS can be considered fully deployed.

System deployment consists of the following basic phases:

**Data Conversion**—GABS data is frozen and sent to Denver for final conversion. The GABS data must be converted from its existing PC Focus format into a flat-file format. Converted data will be loaded into both the test and production databases.

**Installation**—Since RAS is Web-based, it will be centrally located at the Denver Federal Center and maintained by L&RPO personnel. The Version Description Document (VDD) details what software and which versions are to be installed on user workstations. Assuming successful FQT, RAS will be deployed on October 12, 2001. Each field office running RAS will download a Brio 6.2.3 plug-in from the Web. Field offices running MIS and RAS applications must use two versions of Netscape.

**Configuration Management**—Once accepted, all software and documentation is captured in a baseline and the system configuration is managed from that point on.

**User Training**—A group of BLM users will come to Denver to be trained on all input screens and report generation methods. This group will become the “Super Users” because of their initial familiarization with the RAS system. They will return to their respective States and assist in training other users. Official training at the Denver Federal Center will begin approximately three weeks after the GABS data freeze.

**User Support**—The RAS Website will maintain installation instructions, a Software User’s Guide (SUG), and access to a Remedy database to report problems, ask questions, and make suggestions for improvement.

**Transition**—The system transitions from the development to the operations and maintenance phase of the project. The GABS system will be decommissioned after RAS has been in operation for several months – January 4, 2002.

**Deployment**—RAS databases are loaded with the converted GABS data and are set up to begin operation on October 12, 2001. Field office user IDs and passwords will be activated at that time.

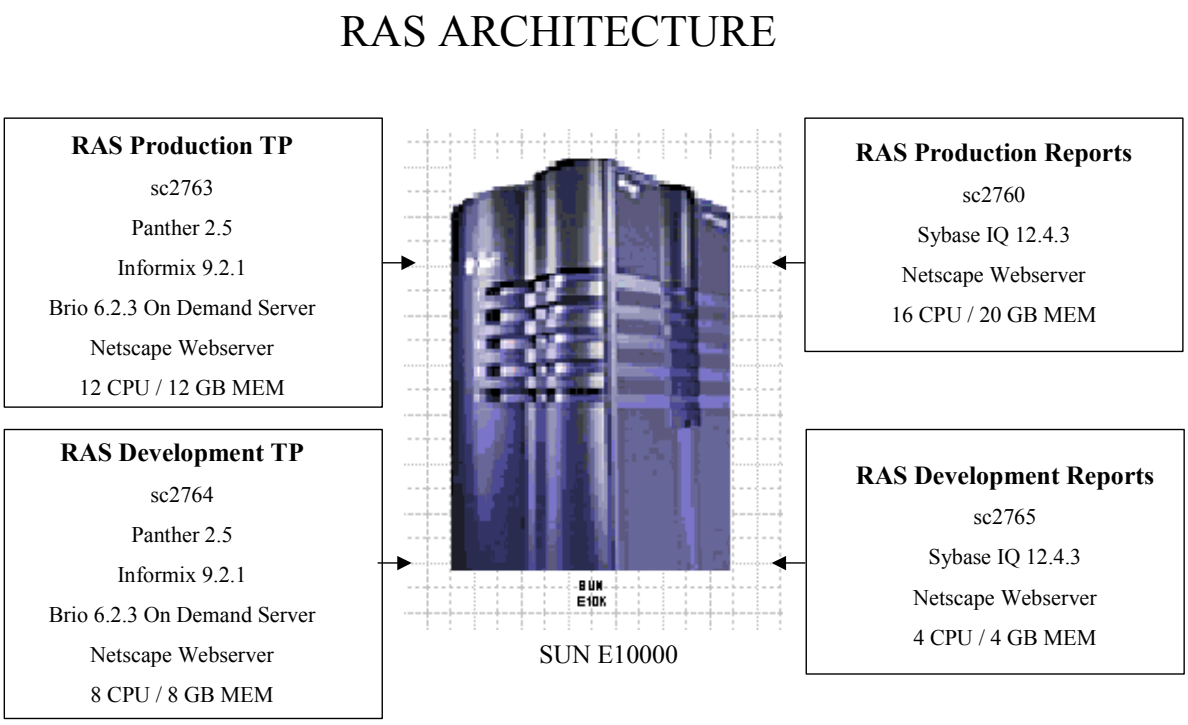
### 3.1 Change Management Review

A RAS Project Change Management Board (PCMB) will be established. The RAS PCMB is responsible for approving software User Requests. The PCMB will solicit, evaluate, approve/reject and prioritize, all proposed changes to the RAS application. PCMB members represent all RAS users, and it is the intention of this group to view decision making from the larger perspective of potential benefit to other BLM programs.

## 4 Architecture

### 4.1 Systems Administration Review

The following diagram illustrates the RAS architecture and the servers being used.



The RAS VDD, containing instructions for installation and configuration, was distributed the week of October 1, 2001. As the transition proceeds, fewer and fewer demands will be placed on local system and data base administrators. Maintenance procedures for user permissions are currently being developed. (See the VDD for information on Brio and Web browsers. Refer to Section 11 (User Access) of this document for user login requirements and procedures.)

# 5 Testing

The RAS Transaction Processing System and Reporting System Software Test Plan (STP) identifies the software test environment resources required for testing. It describes the test approach, identifies the test cases, and provides the schedule for the system and functionality testing. The following sections summarize the system and functional testing procedures from the STP.

## 5.1 Test Classes

There are two major test classes identified in the STP:

1. Verification Testing - Verify the robustness of the system.
2. Validation Testing - Validate that the data in the Reporting Database reports match the data in the GABS reports.

## 5.2 General Test Requirements

The general test requirements for the three test classes identified above are:

1. Verification test procedures include checks for correct, maximum, and minimum values where applicable. Each display is deemed readable and correct.
2. For validation testing, RAS Transaction Processing Database (RAS TPDB) display data matches data in the database and that RAS Reporting Database (RAS RDB) reports use the same live data for report comparison.
3. All client tests are executed in a Microsoft Windows NT operating system environment.
4. The RAS TPDB and RAS RDB system databases are reinitialized prior to each test phase, normally at the beginning of each day.

## 5.3 Test Progression

For the RAS TPDB system, the Verification Test is executed first, which verifies that the system works, followed by the Validation Test, which compares data in the RAS TPDB displays with data in the database.

For the RAS RDB system, the Verification Test is executed first, which verifies that the system works, followed by the Validation Test, which compares data in the RAS RDB reports with data in the reports database.

### 5.4 Data Recording, Reduction, and Analysis

During testing, RAS RDB system reports are created. These reports are stored online and printed for analysis against the Reporting database.

Following test execution and report analysis, the test results are analyzed jointly by the BLM Task Manager and the RAS Test Manager. A formal Software Test Report (STR) is created that reviews the test procedures, test results, identifies problems, and notes anomalies.

Test verification uses the following qualification methods:

- Demonstration - Observable functional system operation.
- Inspection - Visual examination of system code and documentation.
- Analysis - Interpretation/extrapolation of system test data and results.

### 5.5 Planned Tests

A description of each of the planned tests can be found in the STP.

### 5.6 Test Results

See the STR for details on the test results.

## 6 Pre-Deployment Training

### 6.1 User Training

Two representatives from each State will attend RAS training in Denver on October 1-5, 2001. User training was postponed two weeks due to the tragic events on September 11, 2001. These two representatives will be their state's primary points of contact for the field users, and should become the business practice contacts for their respective State Help Desks. After training, they will return to their respective states to train the remaining RAS users.

Prior to the October 12, 2001 deployment, the RAS data entry and report training material will be available on the RAS Web page located at http://web.ras.blm.gov/ras/ras.html.

Post-deployment (October 12, 2001) user training will be accessible from the following URLs:
Transaction Processing: http://sc2764.sc.blm.gov/cgi-pro/ras/cLogon.
Reporting: http://sc2764.sc.blm.gov/ods-nsapi/ods.ods?HTMLFile=classic/logon.html.

### 6.2 Technical Training

No technical training is anticipated. The RAS system application and databases will be centrally located at the Denver Federal Center.

# 7 Data

## 7.1 Data Freeze Dates and RAS Deployment

Washington Office IM No. 2001-196, August 13, 2001, describes the data freeze date and the deployment date for RAS. Data from the GABS system will be downloaded prior to deployment, and rehosted into the RAS system for Bureauwide deployment effective October 12, 2001. States have the option of continuing to update the GABS system until RAS is deployed, but any data entered after the August 31, 2001, freeze date will need to be re-entered into RAS.

## 7.2 Data Cleanup

Data cleanup will be based on current Bureau data standards. Only errors that caused the data load process to fail were identified, communicated to the states, and cleaned up prior to data freeze dates (over 1,000 records were identified).

## 7.3 Data Standards

Current system data standards will continue in effect for RAS. If changes are identified, (i.e. because of a system requirement, or modification of data element), the standards will be modified as necessary. Proposed changes will be approved through the National Data Standards Change Process once the current freeze on data standards is lifted by the Bureau Data Administrator. A separate directive will be issued that provides a detailed description of the process when the current freeze is lifted.

## 7.4 Random Sampling

Random sampling verifies the collected data against the official documentation in comparison with the data standards. Discrepancies are identified and a data quality level is calculated. The data quality level is required documentation by the Official Agency Records Designation Documentation (OARDD) for the certification and changes in access category for official agency records.

## 7.5 Data Rehosting Validation

As data is rehosted from GABS to RAS, the data is verified through data migration software, ensuring all data populates the correct data elements. An independent verification is also being done by mapping the migration of the data to the new system. A statistical analysis is being developed to quantify the accuracy of the data rehosting.

States may optionally verify the data conversion of the GABS system data into RAS. A report may be generated from the GABS system and compared against the same output from RAS. Manual and visual comparisons will verify whether the data was rehosted accurately from the GABS system. Data validation tests will also be performed during FQT.

### 7.6 Data Entry Backlog

A data entry backlog will exist on deployment of RAS. Business events that have occurred since the data-freeze date, and any data entered in the system after the data-freeze date, must be entered into RAS after deployment.

States need to prioritize the entry of this backlog based on business practices. Data entry will follow current Bureau data standards.

## 8 Technical and Help Desk Support Services

### 8.1 Overview of the Support Services

There are three layers of technical service provided in support of the RAS application. Each layer supports specific types of problems and works together in a hierarchical arrangement. The first level of support is provided by local and State Grazing Leads. The second level is from the National Help Desk (NHD), and the third from the L&RPO Help Desk. This section explains the responsibilities of each Help Desk, guidelines for which Help Desk to call for which type of problem, and Contact Tables listing names to call.

### 8.2 RAS Application and Grazing Administration Support

Each State has identified technical contacts for addressing RAS application software and Grazing Administration questions (see Table 8.3). They are the first line of support for business-related problems, such as how a Transaction should work or how to generate a specific Reporting function. If the State RAS technical contacts listed below need additional support or clarification, they can contact **Leon Pack, RAS User Representative**, at 303-236-0156.

**Table 8.3: RAS State Contacts**

| STATE | Subject Matter | Telephone | e-mail |
|---|---|---|---|
| Arizona | | | |
| Bill Coulloudon | Business Rules | 602-417-9439 | acoullou |
| Cindy Barnes | RAS Tech/Training | 520-505-1229 | cbarnes |
| Phil Cooley | RAS Tech/Training | 623-580-5506 | pcooley |
| California | | | |
| Diana Brink | Business Rules | 916-978-4645 | dbrink |
| Tara deValois | RAS Tech/Training | 530-279-6101 | tdevaloi |
| Bruce Cotterill | RAS Tech/Training | 831-630-5022 | bcotteri |
| Colorado | | | |
| Tom Forre | Business Rules | 303-239-3717 | tforre |
| Joan Larson | RAS Tech/Training | 719-269-8540 | jlarson |
| Debbie Burch | RAS Tech/Training | 970-240-5311 | dburch |

| STATE | Subject Matter | Telephone | e-mail |
|---|---|---|---|
| Idaho | | | |
| Ron Kay | Business Rules | 208-373-3834 | rkay |
| Julie McChesney | RAS Tech/Training | 208-384-3332 | jmcchesn |
| Peggy Redick | RAS Tech/Training | 208-756-6201 | predick |
| Montana | | | |
| Bill McIlvain | Business Rules | 406-896-5028 | bmcilvai |
| Sharon Gregory | RAS Tech/Training | 406-538-7461 | stgregor |
| Andrea Wiggins | RAS Tech/Training | 406-683-8022 | awiggins |
| Nevada | | | |
| Duane Wilson | Business Rules | 775-861-6587 | d50wilson |
| Lynnda Jackson | RAS Tech/Training | 775-623-1535 | l50jackso |
| Dave Drennon | RAS Tech/Training | 775-635-5181 | ddrennon |
| New Mexico | | | |
| Bernie Chavez | Business Rules | 505-438-7668 | bchavez |
| Beverly Spencer | RAS Tech/Training | 505-234-5964 | bspencer |
| Helen Miller | RAS Tech/Training | 505-627-0279 | hmiller |
| Oregon | | | |
| Craig McKinnon | Business Rules | 503-952-6049 | cmackinn |
| Julie Freeman | RAS Tech/Training | 541-416-6701 | jkfreema |
| Bob Budesa | RAS Tech/Training | 541-618-2287 | bbudesa |
| Dana Peterson | RAS Tech/Training | 509-665-2119 | d2peters |
| Trisha Skerjanec | RAS Tech/Training | 541-473-6222 | t1skerjan |
| Utah | | | |
| Larry Lichthardt | Business Rules | 801-539-4168 | llichtha |
| Connie Murdock | RAS Tech/Training | 435-865-3094 | cmurdock |
| Jan Denney | RAS Tech/Training | 435-259-6111 | j1denney |
| Wyoming | | | |
| Tom Enright | Business Rules | 307-775-6329 | tenright |
| Margaret Pounds | RAS Tech/Training | 307-347-5118 | mpounds |
| Bob Nelson | RAS Tech/Training | 307-261-7500 | b75nelso |
| Michelle Easley | RAS Tech/Training | 307-828-4527 | measley |
| Alicia Giles | RAS Tech/Training | 307-352-0330 | agiles |

## 8.3 Computer Hardware Support

Technical problems relating to the computer workstation, BRIO plug-in, inability to connect to a website, etc., should be addressed to the local Information Resources Management Help Desk. If the local Help Desk needs additional support or clarification, they can contact the National Help Desk which provides coverage from 6:00 a.m. to 6:00 p.m., MST, Monday through Friday.

| Contact Number |
|---|

| | |
|---|---|
| National Help Desk | 1-800-BLM-HELP |

The National Help Desk addresses hardware problems which can include difficulties with servers and network hardware such as routers. The National Help Desk also addresses software problems such as the operating system, plug-ins, and browsers.

NHD service policies:

- NHD Teams will use pagers, call forwarding, and Email to ensure that all calls are handled promptly.
- NHD will notify users of problem receipt by automated Email from Remedy.
- NHD will hold weekly meetings on ticket progress to include telephone, S/W, H/W, business, and Remedy personnel.
- The NHD will maintain metrics on problems reported, problems solved, status of solutions in process, etc. These will be reported to the RAS Project Manager and may be made available to States upon request.

## 8.4 L&RPO Help Desk Support

L&RPO Help Desk personnel are also available for RAS application-specific problems.

| L&RPO Staff | |
|---|---|
| Roy King, Technical Lead | 303-236-2628 |
| Donna Barron, Reports | 303-236-4053 |
| Alan Iwahashi, Transaction Processing | 303-236-8392 |
| Sheau-Mao Wan, Reports | 303-236-8392 |
| Adam Morgan, Reports | 303-236-2272 |
| Mark Potts, Reports | 303-236-4052 |
| Mike Sawyer. Transaction Processing | 303-236-8232 |

## 8.5 Problem Submission Information Requirements

Information that must be included to submit problem via email to any of the Help Desks:

User-id, Office Code, State, Phone Number (with area code), Name (first and last), Alternate Contact, Alternate Phone Number, Problem Class (hardware, software, business, combination), Problem Details.

Also include specific area involved (e.g., Reports—identify specific report by name; My permissions, Change Password; Error message.)

| Web Sites | |
|---|---|
| National Help Desk | http://web.blm.gov/nirmc/helpdesk/ |
| REMEDY Ticket | http://sc0323.sc.blm.gov/ars/cgi-bin/arweb |

# 9 Records

The public will have access to RAS through the Internet sometime in the future. The data is available for free inspection through standard reports. The following will be valid when RAS is accessible on the Internet.

## 9.1 Official Agency Records Designation Documentation (OARDD)

The OARDD is the legal documentation designating RAS as an official agency record. It describes the system, identifies access, vital records status, data integrity, and data quality assurance procedures. After completion of the checklist, certification, and approval of the OARDD, RAS and associated records will be designated as public records (records access Category 1).

## 9.2 Public Notice

A standard public notice will be developed when RAS becomes available on the Internet.

## 9.3 Public Access

The public will have access to RAS through the Internet in the future. The data will be available for free inspection through standard online reports. Copies and special reports will be available at applicable cost recovery rates. The reporting database the public accesses will be updated each night (Monday through Friday) from the transaction-processing (update) database.

Requests for electronic copies of the database should be forwarded to the Land & Resources Project Office (L&RPO) for processing. Appropriate cost recovery charges will be collected—contact the RAS Project Manager.

# 10 Security

## 10.1 Security Plan

A Security Plan was approved September 5, 2001, for RAS and will be posted on the Intranet soon.

# 11 User Access

All States, Centers, and the Washington Office provided the L&RPO with a list of users who currently access the GABS system; approximately 600 users were identified.

## 11.1 RAS User Permissions

The RAS system consists of two databases: The RAS Transaction Processing Database (TPDB) provides data update capability; the Reporting Database (RDB) provides query and report capability.

### 11.1.1 RAS User Permissions for RAS TPDB

RAS is designed to recognize the type of user, the type of functions the user is able to perform, and what data the user is able to access, based upon the access category (i.e., Query, User, Manager, and Owner) that each user has been assigned. The assigned access (other than Administrator) for each user is self-determined and created by the system with review by the RAS Administrator.

### 11.1.2 RAS User Permissions for RAS RDB

Reporting Database users have query access to only run reports. RAS RDB users have access to all data for all States within the reports database; they are not restricted to only their Administrative State's jurisdiction.

## 11.2 Transaction Processing - Production Database

The Transaction Processing-Production database will be available on October 12, 2001. The users for each State will use their assigned logins to access the production database.

To access RAS TPDB:

From Netscape, enter the following URL: http://web.ras.blm.gov/ras/ras.html

Select "Transaction". From the login screen enter your username and password.

Example:
Username: rking
Password: rking
Click: login.

Each user will be required to change their password after the initial login.

## 11.3 Reports Processing - Production Database

The Reports Processing-Production database will be available on October 12, 2001. Users for each State will use a generic login to access the reporting database or an Ad Hoc login for Ad Hoc reports.

To access RAS RDB from Netscape:

Enter the following URL: http://web.ras.blm.gov/ras/ras.html

Select “Reporting.” From the login screen enter the assigned logins:

Example for user login:
Username: rasuser
Password: rasuser
Click: login.

Ad Hoc Username: rasadhoc
Ad Hoc Password: rasadhoc

## 12 Reports

The following is a list of all possible reports in the RAS application:

Ad Hoc RAS – Reporting DB
Allotment Labels
Allotment Master
Allotment Use Summary
Allotment Not Used
Annual Compliance Inspection Register
Authorization Labels
Authorization Master
Billed AUMs
Bill History
Compliance Inspection Form
Compliance Inspection Register
Mailing Labels
Operator Master
Permit Issued
Permit to Expire
RAS Public Land Statistics
Tally
Warning Report
Exchange of Use
Grazing Application
Grazing Permit
Permit Renewal

## 13 Decommissioning GABS

The RAS system will be implemented Bureau-wide on October 12, 2001. BLM users will begin immediately accessing data for RAS through the new platform.

The strategy for transitioning from the GABS platform includes:

August 31, 2001: GABS data is frozen on close of business—no updates are permitted. User access to GABS will be discontinued at 9:00 PM MST.

October 1, 2001: User training on RAS begins in Denver for “Super Users.”

October 8, 2001: “Super Users” return to their respective states to train remaining RAS users.

October 12, 2001: Turn on access to RAS. L&RPO personnel will begin monitoring system performance and loads during this week. States may continue utilizing the RAS training database until further notice. Begin the certification process of RAS.

January 4, 2002: The GABS application will be decommissioned on close of business. Final archive of data will be stored according to standard operating procedures.

If access to GABS is required in the future due to litigation, contact the Bureau Records Administrator and the Bureau Data Administrator.

## 14 Outreach

A number of approaches for outreach will be utilized. These include the L&RPO Home Page located under ‘Hot News’ at web.blm.gov. As information becomes available it is posted at this site. There have been, and will continue to be, conference calls with Deputy State Directors, IRMAC, Data and Records Administrators. Briefings at ELT meetings and conferences will continue. Users who are involved in testing and training and further development provide insight and direction will take information back to their respective states. The WO Range Program staff is committed to maintaining communications with the field.

# 15 Post-Implementation

## 15.1 Post-Implementation Support

As experience is gained with operating RAS, unanticipated technical problems and/or program issues will be identified. To ensure that Bureau needs continue to be addressed in a timely manner, the Bureau must have in place a support mechanism that is prepared to rapidly address new problems and issues as they are identified.

User support will be established and provided before, during, and after deployment of RAS through a combination of processes including:

- Training Support.
- Post-Deployment Hardware/Software support.
- Program Support.
- Communications and Feedback.

## 15.2 Post-Deployment RAS Training Support

New users to the RAS system will receive training via On-the-Job Training (OJT). Training guides provided by the L&RPO during the RAS initial deployment training will serve as the foundation for new user training. It is anticipated that as users adjust to the RAS system, suggestions on items that should have been covered during the initial training will be incorporated into the training guides and updated manuals distributed to the states. Refer any suggestions along these lines, or requests for further training, to **Leon Pack, RAS User Representative**, at 303-236-0156. These materials will be accessible via the BLM's Intranet as an online help system to the users.

Post-deployment user training will be accessible from the following URLs:
Transaction Processing: http://sc2764.sc.blm.gov/cgi-pro/ras/cLogon.
Reporting: http://sc2764.sc.blm.gov/ods-nsapi/ods.ods?HTMLFile=classic/logon.html.

## 15.3 Post-Deployment Hardware/Software Support

National Information Resource Management Center (NIRMC) has the responsibility for maintaining the RAS servers; states will have the responsibility for maintaining the clients. The clients will require Netscape since the Brio Insight plug-in required for the RAS RDB will automatically be installed the first time that a user accesses the RAS RDB. L&RPO is responsible for updating the software and database structures to correct problems and make changes to the RAS system as required.

Once the RAS system is deployed and under formal BLM configuration management control, any required software maintenance activities will be initiated by receipt of a Requirements Change Proposal (RCP), requesting a system related change, or a Software Problem Report (SPR) documenting a perceived problem. These change requests will then be reviewed and prioritized by the RAS PCMB (Project Change Management Board), and an estimate of time and resources will be determined for each change. Maintenance releases will only be issued as needed, depending on the severity of the problems identified, and only after thorough testing of the proposed modifications.

State maintenance of the client side predominately focuses on ensuring that baselined versions of Netscape are available for all Bureau users. Any information related to version upgrades should be disseminated through the CMB (Configuration Management Board).

User accounts were established prior to initial deployment from the list of current system users submitted by States, Washington Office, and Centers. As new users need to be added, users permissions need to be modified due to change in jobs, or current users deleted; coordination between the RAS System Administrator and the State system administrators will be required.

## 15.4 Program Support

State personnel attending the five-day training session in Denver, Colorado on October 1, 2001, will provide training to users in their State and Field Offices upon their return home, and as the RAS system is deployed. These personnel should be the initial points of contact for business practice questions. If the State RAS technical contacts (see Table 8.3) need additional support or clarification, they can contact Leon Pack, RAS User Representative, at 303-236-0156.

L&RPO staff will also be providing RAS assistance via the L&RPO Help Desk, which is being expanded to include RAS-knowledgeable personnel to aid in the identification of problems that pertain to the RAS applications or database servers.

## 15.5 Communications and Feedback

Communication of problems and feedback of solutions is a critical part of user support. A Web page devoted to RAS activities can be found the BLM Intranet. It provides immediate information dissemination surrounding RAS development and deployment activities as the October 12, 2001 deployment date approaches. It also provides a centralized location where users can review RAS trends and concerns centering on the following:

- Frequently Asked Questions, and the corresponding answers.
- Summary reports on RAS software problem reports.
- Unique workflow procedures identified by State personnel, documenting how to use the RAS system.
- Pending delivery of changes and fixes to the RAS RDB and RAS TPDB baselines, the associated schedules and potential data related impacts, and the required resources to accomplish the deliveries.

State personnel will need to follow published NIRMC instructions for reporting problems and making recommendations to the RAS software and related documentation. These instructions are addressed in Section 7.0 Help Desk Support, and essentially involve continuing with the same procedures currently being used by the States for problem evaluation. Problems should first be addressed locally. However, if the problem(s) cannot be resolved locally, they should be forwarded to the NHD.

# 16 Business Practices

The following issues should be discussed at each office. This list will be modified as we proceed with transition, and additional issues are identified.

## 16.1 RAS Hours of Operation

Beginning October 12, 2001 hours of operation are from 4 am to 7:30 pm, MST.

## 16.2 RAS Differences from GABS System

A list of differences between GABS and RAS is being created along with a compilation of helpful hints for users.

# 17 Project Management

The RAS Project will follow the procedures outlined in the RAS Project Change Management Board Charter for prioritizing, evaluating and approving or disapproving proposed corrections to the RAS software baseline. These activities include ongoing maintenance and future refinements.

## 17.1 Application Ownership and Management Review

The RAS System Owner is Henri Bisson, Associate Director, Renewable Resources and Planning, WO-200. The RAS Project is managed by the Land and Resources Project Office (L&RPO). Leslie Cone, WO-33OD, is the L&RPO Project Manager.

Representatives of the State Leadership Teams must ensure commitment to the deployment and maintenance of the RAS application in terms of staffing and other available resources to ensure successful implementation of RAS, as well as future releases.

## 17.2 RAS Change Management

Changes may be proposed to the RAS PCMB. A Web site, RAS Forum, will be established for users to submit changes to the project and provide comments on other users' proposals.